

WI Unreturned Live Agent - Mass Markets

				11/15/2020	11/16/2020	11/17/2020
4,614	Completes			-	3,483	1,131
433	Completed survey** - Q4=0	1-Completed Survey		-	300	133
1,053	VM Message Left	2-Message Delivered VM		-	804	249
3,128	Refused/Early Hang up/RC	3-Refused		-	2,379	749
50,712	No Answer	4-No Answer		-	40,391	10,321
1,944	Bad/Wrong Numbers/Lang	5-Bad Number		-	1,289	655
100.00%	List Penetration					
57,271	Data Loads					

Q1 - May I please speak to <lead on screen>?		Response	11/15/2020	11/16/2020	11/17/2020
2,261	64.69%	A-Reached Target + B-What Is This About? / Uncertain	-	1,343	475
1,677	47.98%	X = Refused	-	1,202	475
0	0.00%				
3,495	100.00%	Sum of All Responses	-	2,545	950

Q2 - Did you request Absentee Ballot in state of WI?		Response	11/15/2020	11/16/2020	11/17/2020
1,699	62.39%	A-Yes [Go to Q3]	-	1,374	325

379	13.92%	B-No [Go to Q4]	-	240	139
32	1.18%	C-Yes (per Spouse/family Member) [Go to Q3]	-	16	16
4	0.15%	D-No (per Spouse/family Member) [Go to Q4]	-	-	4
44	1.62%	E-Unsure [Go to Close A]	-	25	19
4	0.15%	F-Not Available At The Moment [Go to Close A]	-	2	2
561	20.60%	X = Refused	-	405	156
2,723	100.00%	Sum of All Responses	-	2,062	661

Q3 - Did you mail your ballot back?		Response	11/15/2020	11/16/2020	11/17/2020
316	14.67%	A-Yes [Go to Q4]	-	238	78
1,286	59.70%	B-No [Go to Close A]	-	1,069	217
9	0.42%	C-Yes (per Spouse/family Member) [Go to Q4]	-	4	5
15	0.70%	D-No (per Spouse/family Member) [Go to Close A]	-	8	7
28	1.30%	E-Unsure / Refused [Go to Close A]	-	24	4
500	23.21%	X = Refused	-	314	186
			-		
2,154	100.00%	Sum of All Responses	-	1,657	497

Q4 - Can you please give us the best phone number to reach you at?		Response	11/15/2020	11/16/2020	11/17/2020
432	80.00%	A-Yes (Capture Number) [Go to Q5]	-	300	132
108	20.00%	B-Refused [Go to Q5]	-	77	31
0	0.00%				
0	0.00%				
540	100.00%	Sum of All Responses	-	377	163

Q5 - Can you provide us your email address?		Response	11/15/2020	11/16/2020	11/17/2020
50	11.55%	01-Yes [Go to Close B]	-	37	13
383	88.45%	02-No [Go to Close B]	-	263	120
0	0.00%				
433	100.00%	Sum of All Responses	-	300	133

